

MNCIS Odyssey

Odyssey Assistant Installation & Troubleshooting Guide **FOR GOVERNMENT AGENCIES**

September 14, 2006

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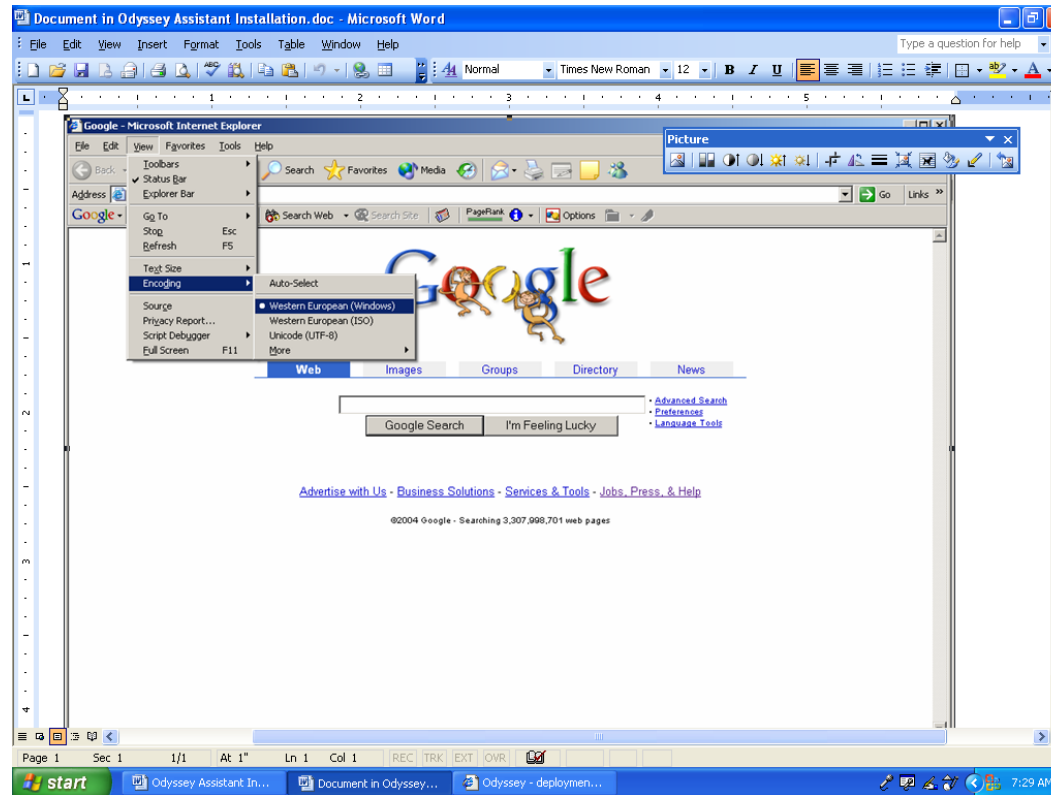
Prerequisites

- ☐ Workstation at or above Odyssey recommended (see below)
- ☐ Windows 2000 or XP
- ☐ Word 2000 or better
- ☐ Internet Explorer 6.0 or higher, service pack 1
NOTE: Internet Explorer 7.0 is **not yet** qualified or supported
- ☐ Browser security set to “Medium”
- ☐ Users accessing Odyssey must be able to resolve the DNS name: http://mncisnc.courts.state.mn.us
HINT: Ping mncisnc.courts.state.mn.us and you should see the following multiple line response:
“Pinging mncisnc.courts.state.mn.us [156.99.86.41] with 32 bytes of data:
Request timed out.”
- ☐ 1024x768 screen resolution
- ☐ Power user rights or greater to use the application
- ☐ Domain or Local Administration rights to install the Odyssey application

NOTICE: Proxy Server Authentication known issues: The Odyssey Assistant and Odyssey Auto Update have not been built to handle a scenario where additional proxy server authentication is required. If your environment uses this technology and you are unable to download or connect to the application with Odyssey Assistant, you will need to use the MPA version of the courts application. Please refer to the following URL for details about MPA: <http://www.mncourts.gov/mncis/govaccess>.

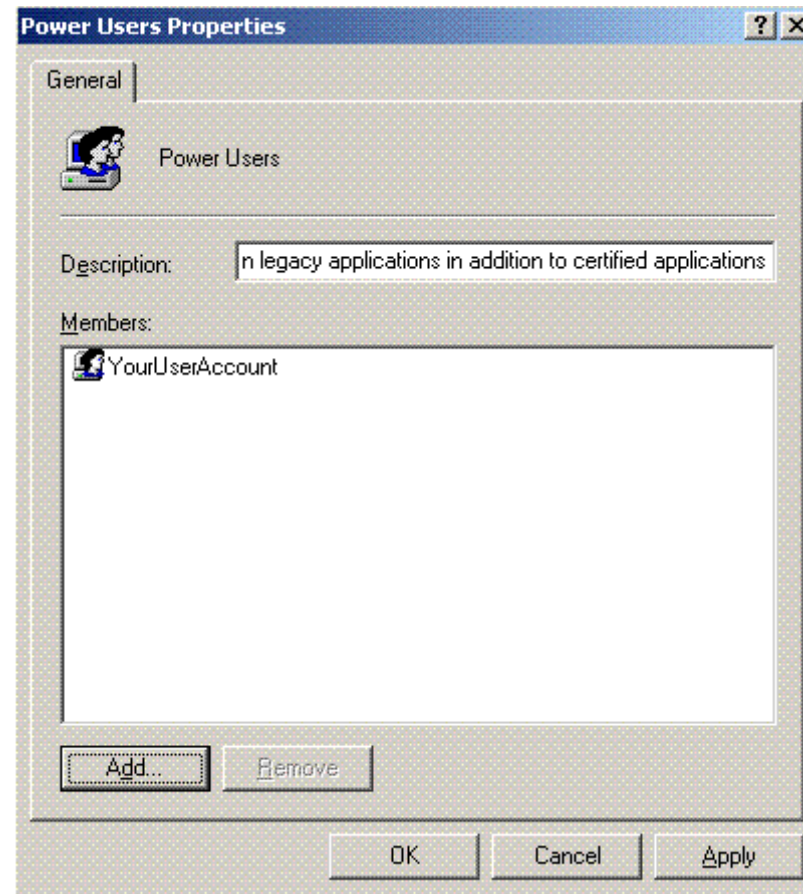
| Recommended | |
|-------------|--------------|
| Processor | 1.28 GHZ PIV |
| Memory | 256 MB |
| Browser | IE 6.0 SP1 |
| | |

- ❑ Set IE encoding settings to **Western European (Windows)**



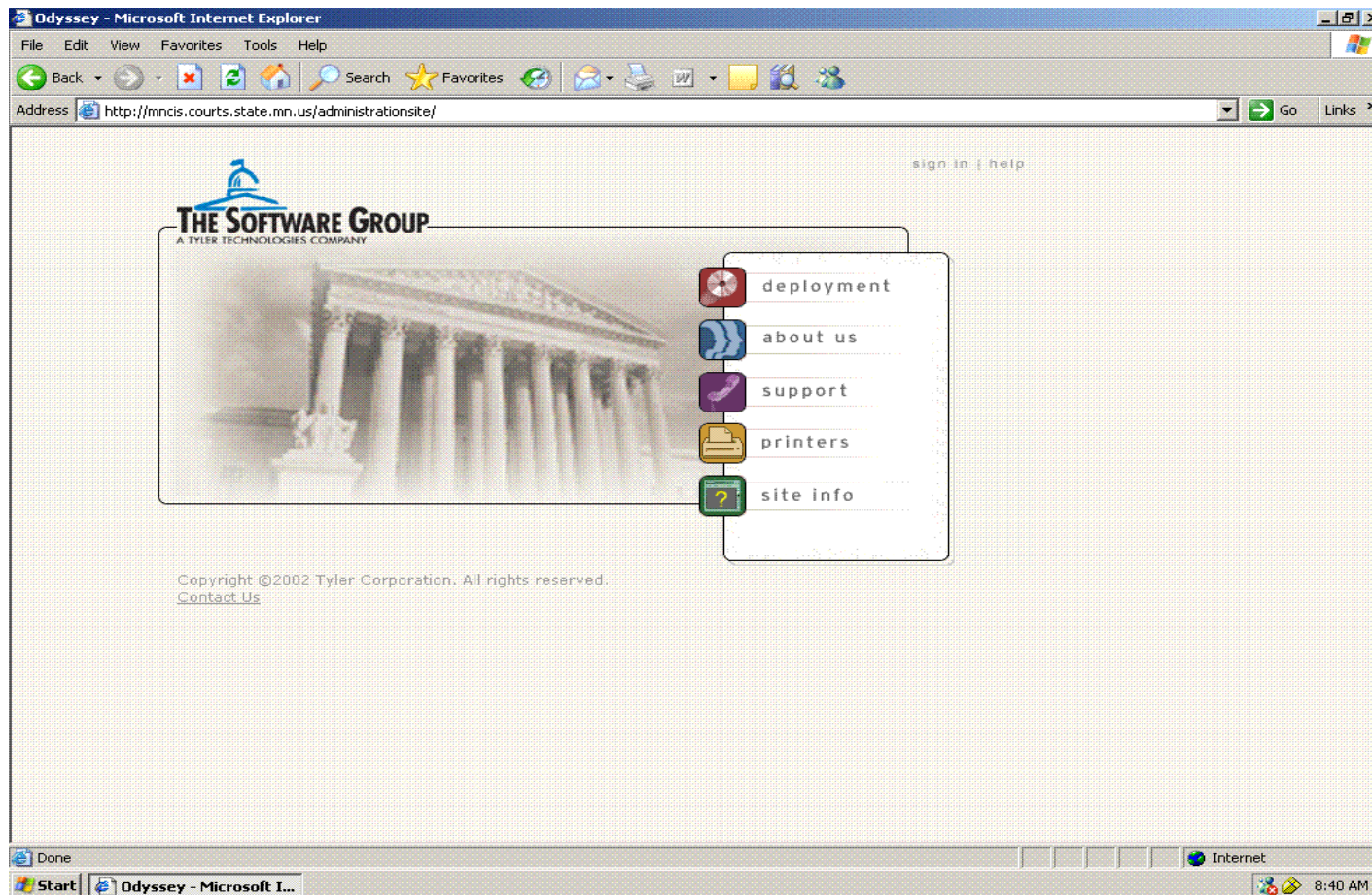
Prerequisites

- ☐ Odyssey user must be a member of the local Power User group to run the application.
- ☐ A Domain or Local Administrator must **install** application.



Installing MNCIS Odyssey

1. Connect to the Odyssey Administration site.
☐ <http://mncisnc.courts.state.mn.us/administrationsite/> for access to the MNCIS environment.
2. Select the “deployment” button as illustrated below.



3. Enter the following user name and password (both are case sensitive).

☐ **user name: Install**

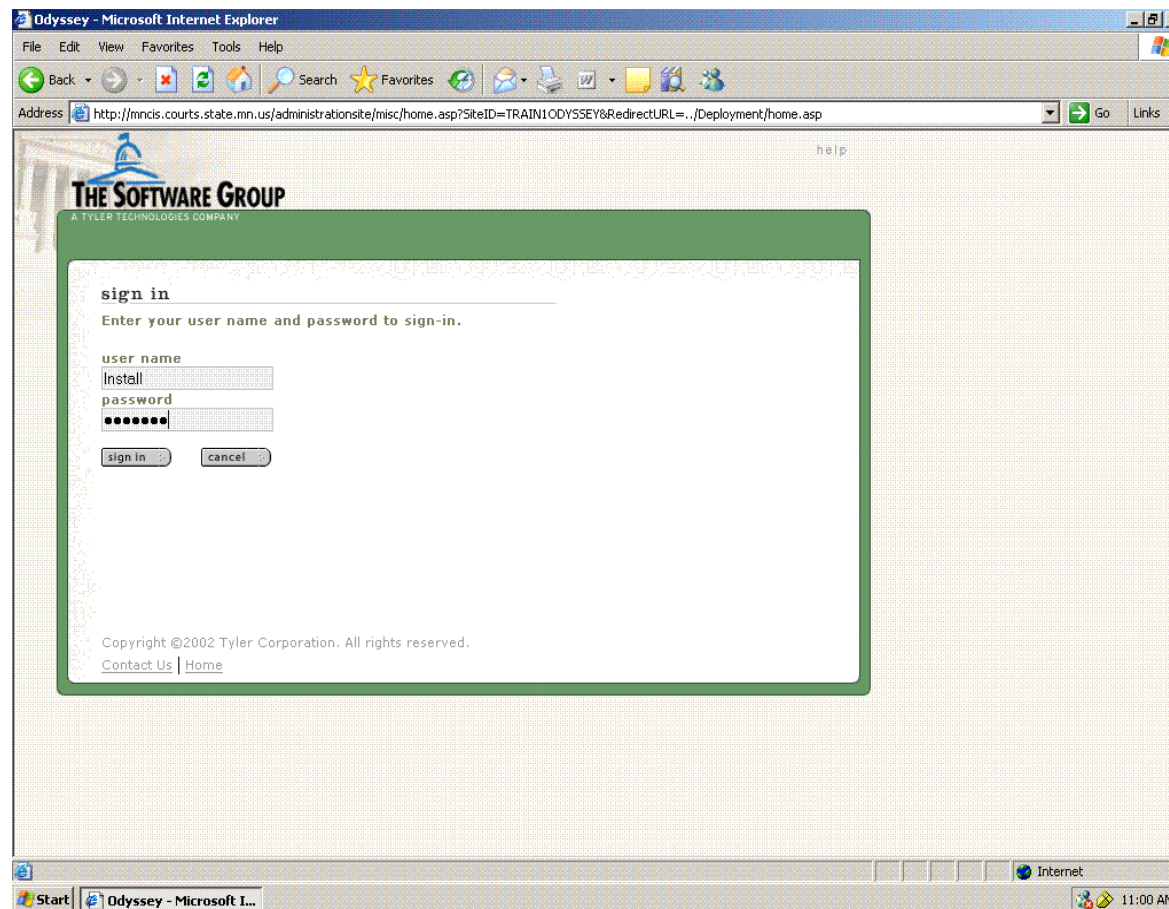
☐ **password: Install**

IMPORTANT: You must use the above user name and password, exactly as indicated. **Do not** use the ID that you received from the ITD Service Desk. For more information, please refer to the example, below.

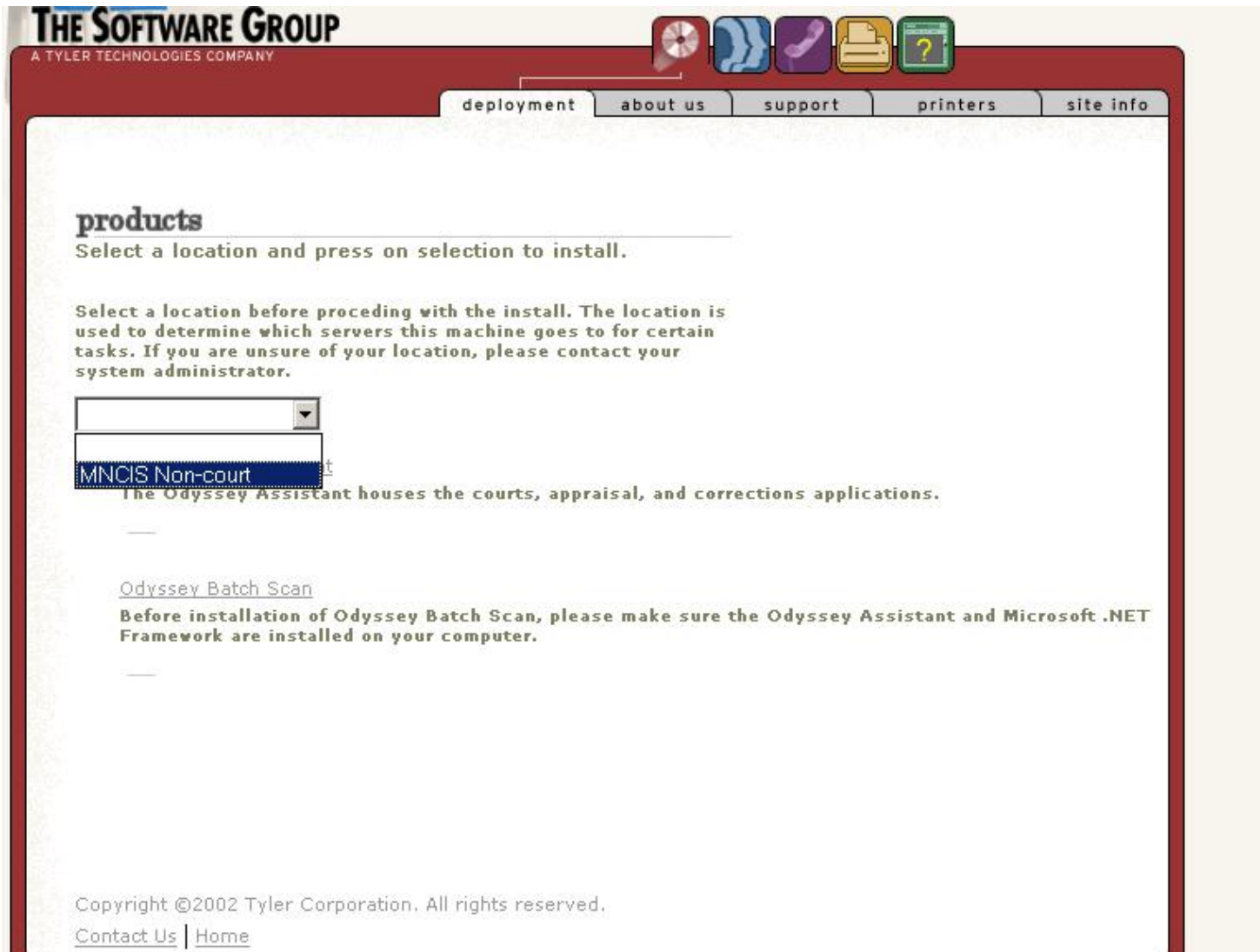
4. Click on the “**sign in**” button

5. You will be prompted to accept a digital certificate.

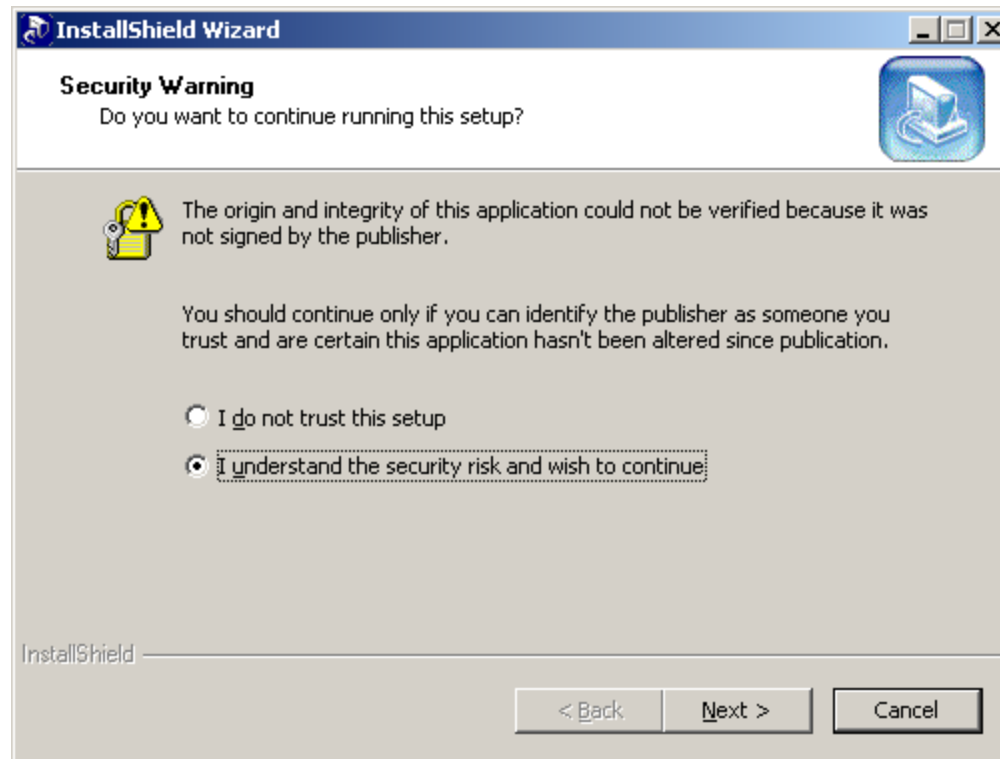
☐ Accept it and proceed.



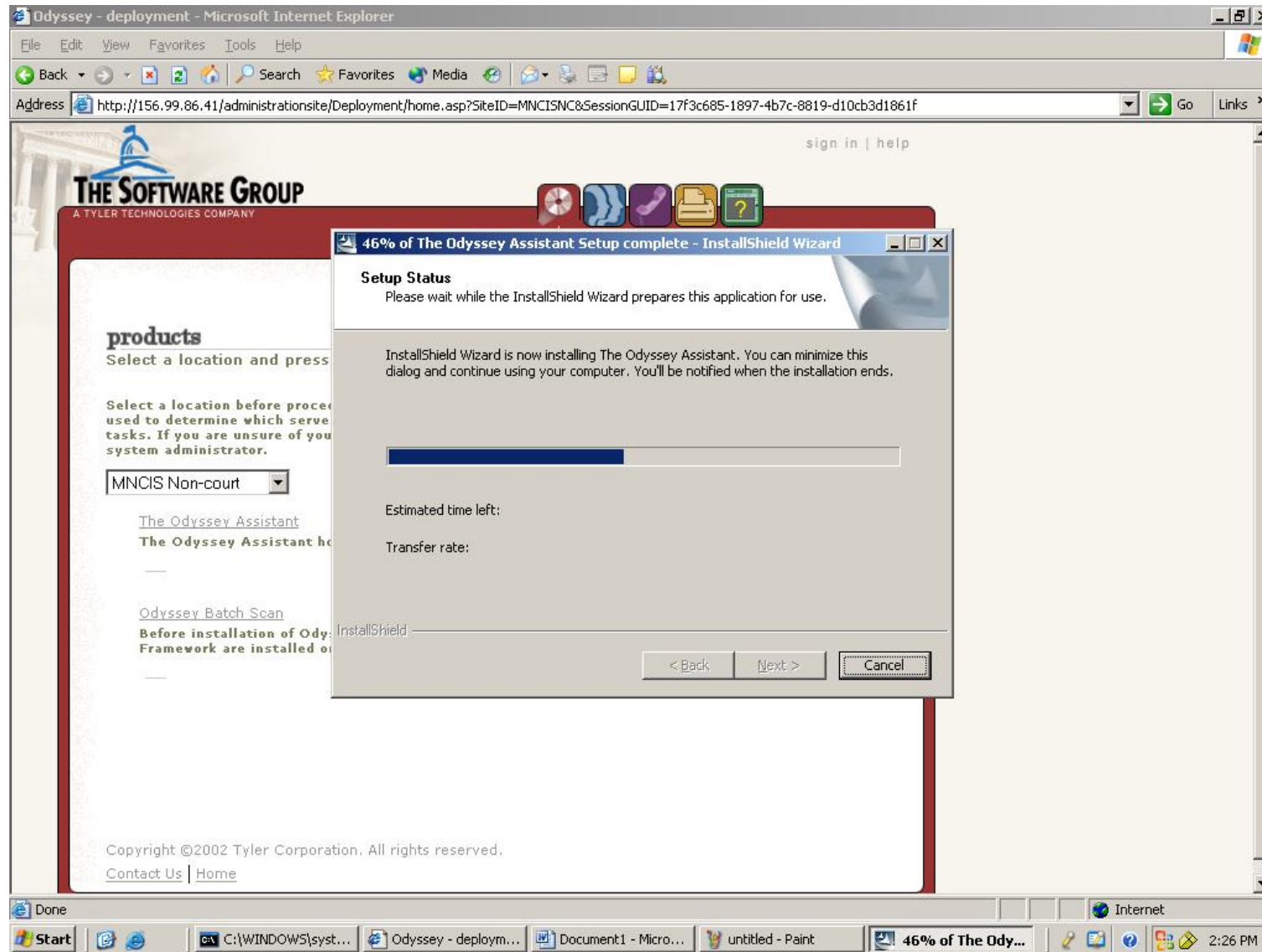
6. Select **MNCIS** from the drop down menu.
7. Click on “The Odyssey Assistant” text.



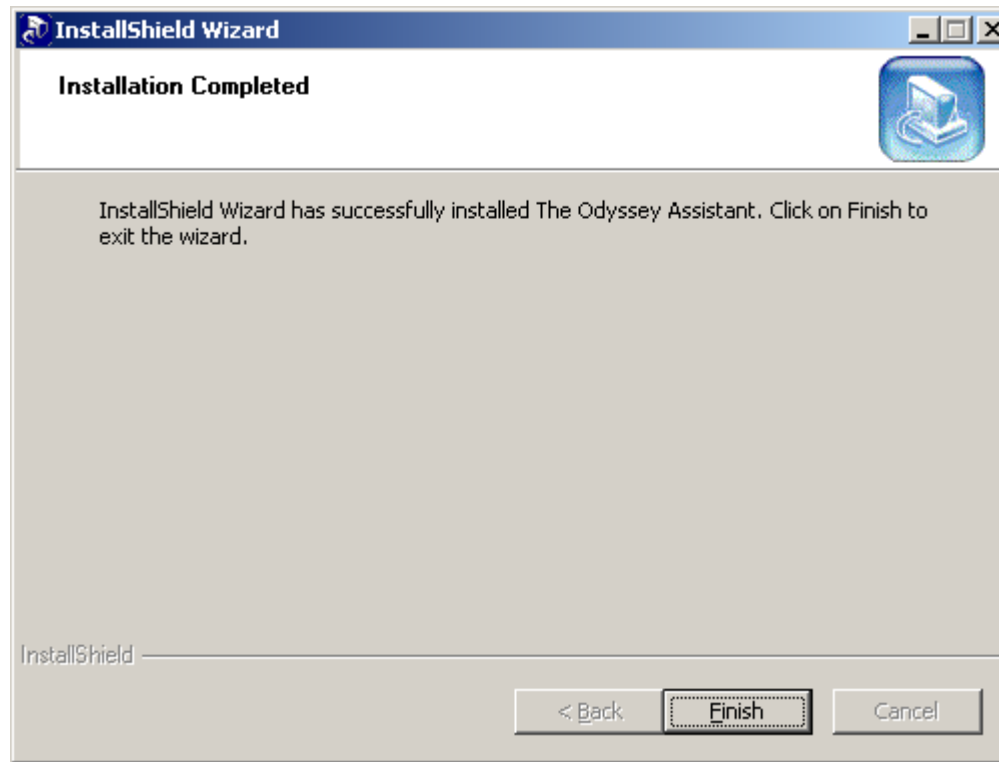
8. Select **I understand ...** from the installation program screen.



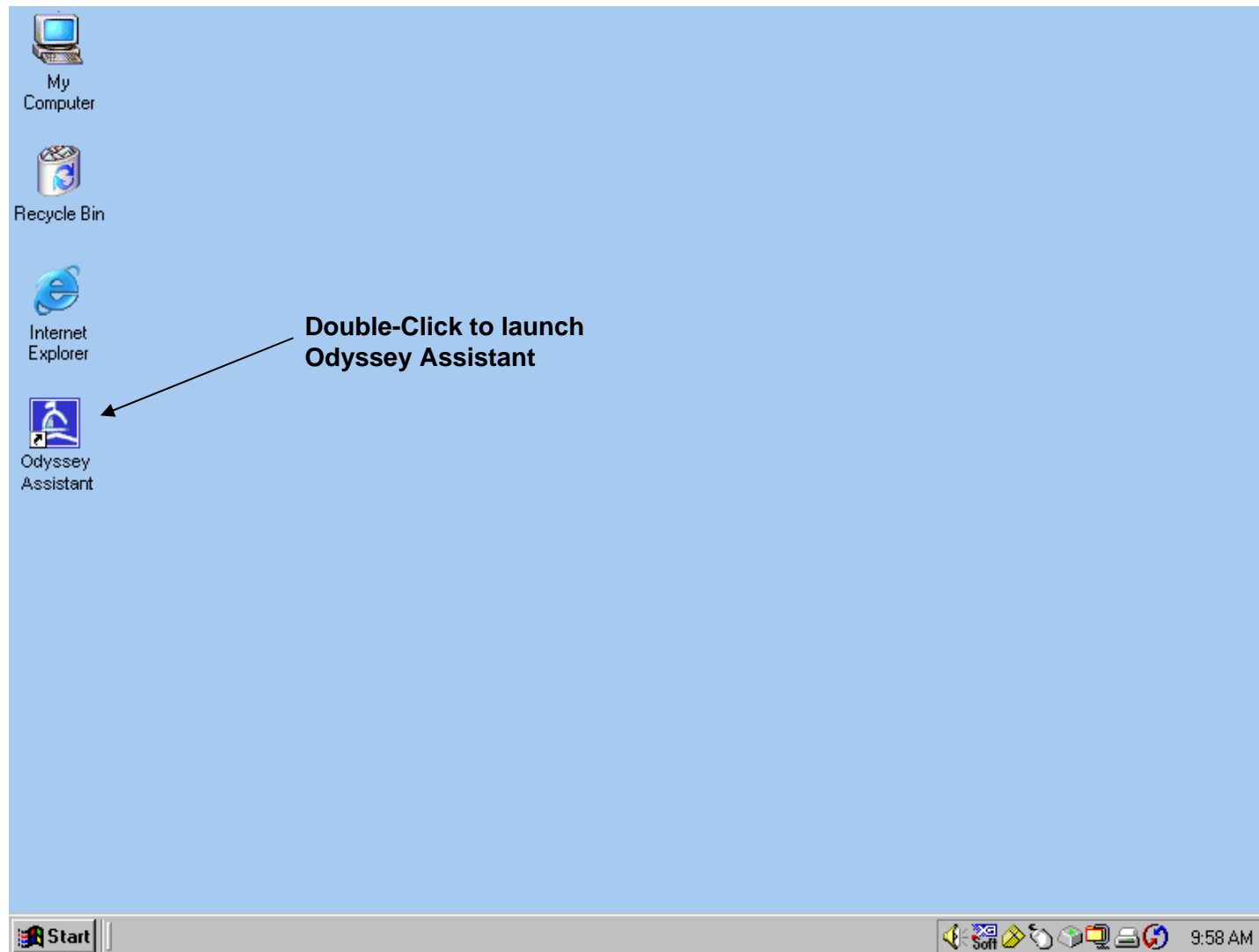
9. The program will install the Odyssey Assistant.



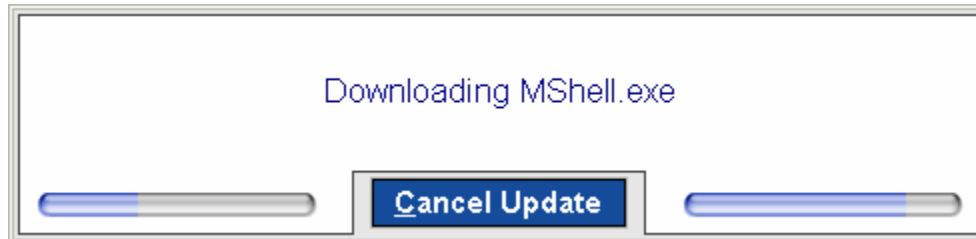
10. When the installation has completed, click on the “**Finish**” button.



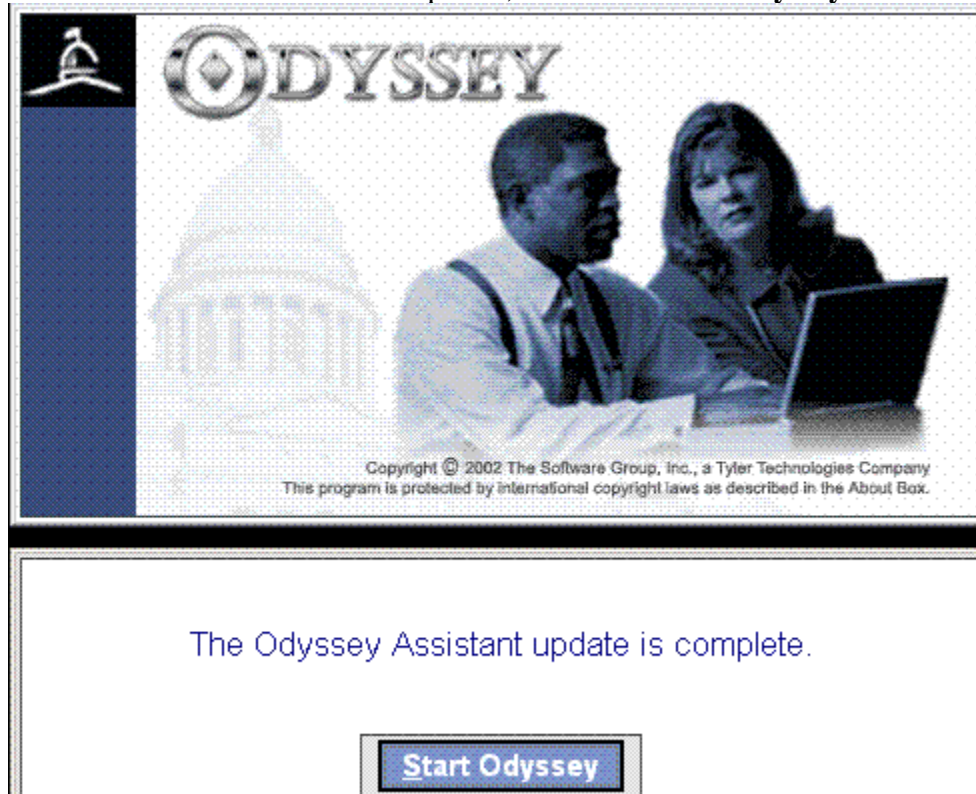
11. You should now find the **Odyssey Assistant** icon on the desktop.
12. Double click on the icon to launch the Odyssey Assistant.



13. The Odyssey Assistant may download additional files to update itself.



14. When the download has completed, click on “**Start Odyssey**”



15. Enter the user ID and password assigned to you (both are case sensitive).

- ☐ **Your User ID (Assigned)**
- ☐ **Your Password (Assigned)**

16. Click on the Sign On button.

The screenshot shows the Odyssey login interface. At the top, a blue header bar contains the text "Welcome to Odyssey" on the left and a "Sign On" link on the right. The main background features a sepia-toned image of a man and a woman in business attire sitting at a desk with a laptop, with a classical building (resembling the U.S. Capitol) in the background. On the right side of the screen, there are two yellow input fields. The first field is labeled "User ID" and contains the text "CarvPub". The second field is labeled "Password" and contains a series of asterisks. Below these fields is a red "Sign On" button. Three numbered arrows point to these elements: "1. Enter User ID" points to the User ID field, "2. Enter Password (will appear as asterisks)" points to the Password field, and "3. Click Sign On button" points to the Sign On button. At the bottom of the screen, there is a green status bar with the text "Please enter your ID and password to sign on." on the left, the date "02/10/2003" and time "10:33 AM" in the center, and a small circular icon on the right. In the bottom right corner of the main content area, there is a logo for "TYLER TECHNOLOGIES, INC." with a small graphic of a building above the text.

1. Enter User ID

2. Enter Password (will appear as asterisks)

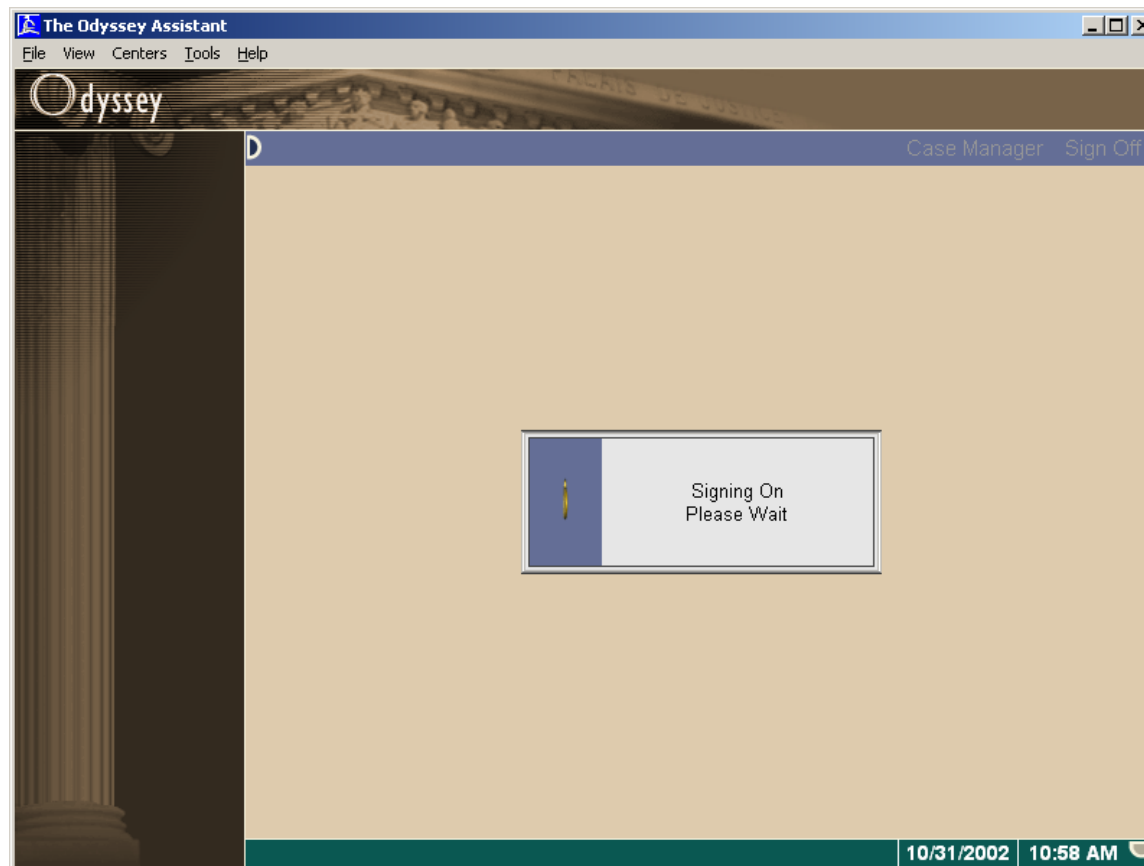
3. Click Sign On button


TYLER TECHNOLOGIES, INC.

This computer system contains government records and is protected by a security system. Unauthorized access to this computer system or knowingly making a false entry or false alteration of a government record may constitute a violation of state or federal laws.

Please enter your ID and password to sign on. 02/10/2003 10:33 AM

17. The application starts the “**Sign On**” process.



18. When presented with the Case Manager Home screen shown below, Odyssey has been successfully installed. Click  to exit.
- ☐ For instructions on how to use MNCIS Odyssey, please refer to the document titled, “MNCIS Odyssey Assistant User Instructions for Government Agencies”.



Odyssey Troubleshooting Hints & Tips

Permissions Problems

Error messages that appear to be permission related.

For Example: “Unable to register PDF export files. Your account may not have permission to perform an update.”

Potential Solution(s)

- ☐ Verify that workstation user account is at least a Power User on the workstation you are using.
- ☐ Force an update by holding down the left Ctrl+Shift keys and double clicking the Odyssey Icon. The application will automatically verify the installed version on the client against the current application version and update as necessary.

If you experience problems with the installation that are not resolved by following the steps in this document:

Submit a request for assistance using the *Support for MNCIS OA Login Accounts* web page:

<http://www.mncourts.gov/mncis/govaccess/support>. At the bottom of the web page, located under “Option 1” of the Support Options, click “Technical Support Form” to submit a request.

A link to this web page was provided with your original login to Odyssey Assistant and also contains the most recent version of this document.

Usage and data questions should be directed to your local court contact.